

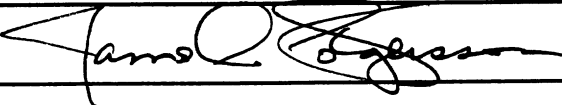
TO: HONORABLE MAYOR AND
CITY COUNCIL

FROM: Leslye Corsiglia

SUBJECT: SEE BELOW

DATE: May 8, 2003

Approved



Date

5.13.03

COUNCIL DISTRICT: Citywide

INFORMATION

**SUBJECT: QUARTERLY REPORT DETAILING ACTIVITY IN THE HOUSING
DEPARTMENT'S RENTAL RIGHTS AND REFERRALS PROGRAM**

This report covers activity in the Rental Rights and Referrals Program for the third quarter of the 2002-03 Fiscal Year. The Rental Rights and Referrals Program (Program) provide education and information to protect tenants' and landlords' rights and to improve relations between the two parties. In the case of a rental dispute between a landlord and tenant, knowing the law, having access to resources, and exploring options, can minimize conflict.

Program Highlights

Major actions completed during the third quarter of FY 2002-03 include:

- **Summerset Mobilehome Case** – On January 2, 2003, the Program received a petition from the Hart, King and Coldren law firm on behalf of its client, Summerset Estates Mobilehome Park, LLC. The petition requests a \$620 increase for all 112 spaces in the park effective April 1, 2003. The average rent for mobilehome owners is currently \$500. This request, if granted, would result in a 100 - 150% rent increase for all of the mobilehome owners in the park. Program staff responded by notifying all tenants and the park owners of a pre-conference hearing on February 10, 2003 and an initial administrative hearing on March 5, 2003. Both parties used the hearing on March 3rd for settlement discussions – which were unsuccessful. Formal hearings will begin on April 28th and may continue on April 30th.
- **Grant Awards** – The Community Development Block Grant Steering Committee has recommended the approval of the Program's request for an \$118,000 grant to implement the new non-rent control tenancy protection program. The grant proposals are a combined request for the staffing necessary to implement the new non-rent control portion of the Program. A presentation will be made to the Healthy Venture Neighborhood Fund Advisory Committee on the evening of April 16th. Awards will be made as a part of the budget process.

May 8, 2003

Subject: Quarterly Report Detailing Activities in the Housing Department's Rental Rights and Referrals Program
Page 2

Quarterly Reports

The following reports are included in this document:

- **Public Outreach Report** – Staff made ten presentations to a wide variety of community groups educating residents on tenant and landlord rights provided by the Rent Control Ordinance. A detailed list of each outreach event is attached to this report (Attachment A).
- **Database Reports** – On January 1, 2003, a new database was put in place to track information regarding 30-day notices, 60-day notices, and 90-day notices submitted to the Program. During the first quarter of FY 2003-04, the Rental Rights and Referrals Program received eight 30-day notices, two 60-day notices, and eight 90-day notices. Information from this database is attached to this report (Attachment B). In addition, the call log database tracked 562 inquiries during the first quarter of FY 2003-04. A detailed report showing the data collected is attached to this report (Attachment C).
- **Case Log Report** - The number of petitions filed with the Program between January 1, 2003 and March 31, 2003 was 37. This high rate of petitions, compares to the prior quarter (14), is due to a large case in which 24 petitions were filed in regards to one property. These 24 tenants were organized and encouraged by community coordinators in the Poco Way Neighborhood. A detailed report providing information on each petition filed with the Program is attached to this report (Attachment D).
- **Auditor's Report** – Of the 13 action items included in the Auditor's Report, 11 of the actions are completed, one action has been dropped, leaving only one recommendation to complete. The final recommendation is to establish a call tree; this is targeted to be completed by June 2003. A detailed chart describing the status of these recommendations is attached to this report (Attachment E).
- **Implementation of the Mayor's Recommendations** – On June 4, 2002, the Mayor and City Council adopted a list of recommended changes to the Program based on the Mayor's Rental Housing Task Force recommendations. Of the 22 action items recommended, 80% have already been implemented, and the remaining four recommendations will be implemented by June 2003. A detailed chart describing the status of these recommendations is attached to this report (Attachment F).


LESLEYE CORSIGLIA
Director of Housing

Public Outreach Report

Date: January 17, 2003

Type: Presentation at Sherman Oaks Elementary School (in Spanish)

Audience: Sherman Oaks Elementary School Community

Location: Sherman Oaks Elementary

Participants: 35

Rental Rights and Referrals Program staff served as a Spanish translator for a Tri-County representative who gave a presentation on general information for tenants. The presentation was approximately one and half-hours. The majority of the attendees live in rent-controlled apartments. This gave our staff the opportunity to combine both Tri-County and Rental Rights and Referrals presentations. The topics covered included the City's new ordinance requiring non-rent control apartments to give a 60-day notice and the opportunity for the tenant to have a mediation hearing following a notice. Information was also provided regarding state law requiring non-rent controlled apartments to provide a 60-day notice. Following the presentation, our staff member stayed for a question and answer session with the tenants.

Date: January 23, 2003

Type: Landlord Presentation

Audience: Members of the National Association of Property Managers

Location: Elks Lodge, 444 West Alma

Participants: 50

A representative of Tri-County Apartments Association and the Rental Rights and Referrals Program staff made a presentation at the regular meeting of the Santa Clara County chapter of the National Association of Property Managers. The presentation provided an overview of the evolution of the Tenancy Protection Proposal, described the technical aspects of the new ordinance and addressed questions from the audience. Overall, the presentation was well received and 50 copies of the new ordinance packet were passed out to the participants.

Date: January 30, 2003

Type: Tenant Presentation (in Spanish)

Audience: Tenants, Community Poco Way Apartments

Location: 1191 Story Rd, Poco Way Apartments

Participants: 35

The purpose of the presentation was to provide information to the tenants covered by the Rent Control Ordinance. A representative from the Rental Rights and Referrals Program staff and from the Park Recreation Neighborhood Services Department presented information on the new Rent Control Ordinance, effective January 1st 2003. The tenants were very interested in the information presented and asked the staff several questions.

Attachment A

Date: February 15, 2003
Type: Edenvale Property Owner's Association Meeting
Audience: Property Owners
Location: Edenvale/Great Oaks Community Center
Participants: 12

The purpose of the meeting was to provide information to landlords who own property covered by the Rent Control Ordinance, and to provide information on the recent changes to San José's Rent Control Ordinance. The Rental Rights and Referrals Program speaker addressed several questions and the presentation was well received.

Date: February 27, 2003
Type: Presentation to Catholic Charities
Audience: Staff Catholic Charities
Location: 2625 Zanker Rd. San Jose
Participants: 26

The Rental Rights and Referrals Program staff provided a one-hour training session to the staff members at Catholic Charities regarding San Jose's Rent Control Ordinance. The presentation consisted of the City's resources and referrals, new ordinance for properties covered by the rent control and non-rent control apartments requiring 60-day notices. The training was well attended by the agency staff.

Date: February 28, 2003
Type: Presentation to Eastern European Service Agency
Audience: Staff of Eastern European Service Agency
Location: 2400 Moorpark Ave. San Jose
Participants: 12

February 28, 2003, the Rental Rights and Referrals Program representative provided information, to the staff at the Eastern European Service Agency regarding the Rent Control Ordinance, and the recent changes to San José's Rent Control Ordinance. The Rental Rights and Referrals Program speaker addressed several questions and discussed possibilities with the representative at the agency to organize presentations for the clients of the agency.

Date: March 1, 2003
Type: Advisory Commission on Rents Retreat
Audience: Commission Members, Housing Department staff, Nora Campos Office staff, Tri-County Apartment Association representative, Edward Strangham (San Jose State University) and Jannet Smith-Heimer (Bay Area Economics).
Location: Hayes Mansion Center
Participants: 16

The retreat was held at the Hayes Mansion Center from 9:00a.m. to 2:00p.m. The purpose of the meeting was to analyze recent changes regarding the Rent Control Ordinance in the City of San Jose, Commissioners Term Schedule, consultant contract, allowable rent increases, and work plan development for the year of 2003. Councilmember Dave Cortese provided information about ordinance changes, and the Level of Service Policy in Evergreen area. Director of Housing, Leslye Corsiglia, provided helpful information on the budget status for the Housing Department. Finally, a debate was held between Janet Smith-Heimer and Edward Strangham regarding Rent Control in the Bay Area and City of San Jose.

Attachment A

Date: March 25, 2003
Type: Law Enforcement Seminar
Audience: Bosnian, Croatian and Serbian Community
Location: 2400 Moorpark Ave. San Jose
Participants: 60

A representative of the Asian Law Alliance, the Santa Clara County Public Defender's Office, and the Rental Rights and Referrals Program staff, made a presentation to the Neighborhood Community. The presentation provided an overview of the rules and regulations concerning the law enforcement, and the Tenancy Protection Proposal, describing the technical aspects of the new ordinance, and addressed questions from the audience. Overall, the presentation was well received and 60 copies of the new ordinance packet were passed out to participants.

Date: March 27, 2003
Type: Tri-County Apartment Association Expo
Audience: Members of Tri-County Apartment Association and Public
Location: Santa Clara Convention Center
Participants: 1,500

A representative from the Properties Group, Michael Pierce, provided information regarding new rules and other new laws regarding when the tenants move-out and receive eviction (3-day, 30-day, 60-day, 90-day and 120-day) notices. The Seminar covered the notice to enter the unit, initial inspection, one-year lease, month-to-month rental agreements and deposit. The seminar was very informative.

Date: March 29, 2003
Type: California Mobilehome Resource and Action Association (CMRAA)
Audience: CMRAA President, Board, Mobilehome Residents, and Outside Speakers
Location: Magic Sands Mobilehome Park
Participants: 77

The bi-monthly CMRAA meeting serves to update the mobilehome tenants on issues occurring in their park and parks throughout the State. Speakers outside of the CMRAA organization are often requested to speak on mobilehome related subjects. Speakers included Congressman Mike Honda; George Kennedy District Attorney; and Bruce Stanton, CMRAA's attorney.

Date: April 25, 2003
Type: Tenants/Landlord Presentation
Audience: Economic & Social Opportunities staff and clients
Location: Training and Education Department (ESO)
Participants: 27

Purpose of the presentation was to provide information regarding new changes on the Rent Control ordinance effective January 1, 2003. Presentation was given in English, and has been translated into three languages (Ethiopian, Serbian and Vietnamese). Overall, the presentation was well received and 27 copies of the new ordinance packet were passed out to the participants.

3 0/60/90-Day Notice Information

Attachment B

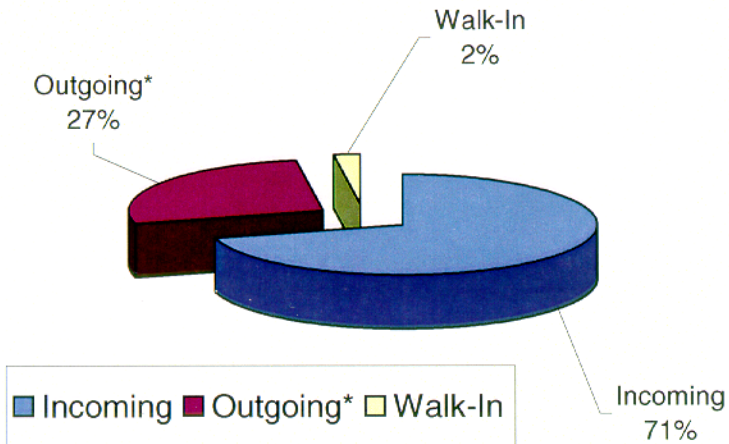
First Quarter FY 2003-04

Notices to Vacate			
Address Street Number	Zip Code	Date Served	Date Received
30-Day Notices			
2155 Lanai Ave. # 58	95122	1.02.03	1.04.03
1321 San Tomas Aquino Rd. # 1	95117	1.13.03	1.15.03
327E. St. James St.	95112	1.06.03	1.16.03
2994 Huff Ave. #11	95128	2.03.03	2.10.03
988 College Dr. # 1	95126	3.11.03	3.17.03
166 Revey Ave. # 6	95112	3.10.03	3.14.03
1779 Lancaster # 10	95124	3.26.03	3.27.03
220 N. White Rd. # 40	95127	3.08.03	3.08.03
Total: 8			
60-Day Notices			
1340 Whitehuest Ct.	95125	2.25.03	3.10.03
1887 Mac Duee Ct.	95121	3.30.03	4.01.03
Total: 2			
90-Day Notices			
1918 Lakewood Dr.# E	95132	1.06.03	1.16.03
4951 Cherry Ave.# 303	95118	1.29.03	1.30.03
4951 Cherry Ave.# 142	95118	2.13.03	2.18.03
629 N.3rd St.	95051	3.04.03	3.05.03
220 N. White Rd. # 40	95127	3.05.03	3.05.03
1132 Topaz Ave.	95117	3.24.03	3.27.03
1070 Oakmont Dr. # 1	95117	3.13.03	3.14.03
654 Rebeca Way # 1	95117	3.10.03	3.12.03
Total: 8			
Total: 18			

Incoming	398
Outgoing*	151
Walk-In	13
Total	562

Service Type Percentages

1/1/2003-3/31/2003

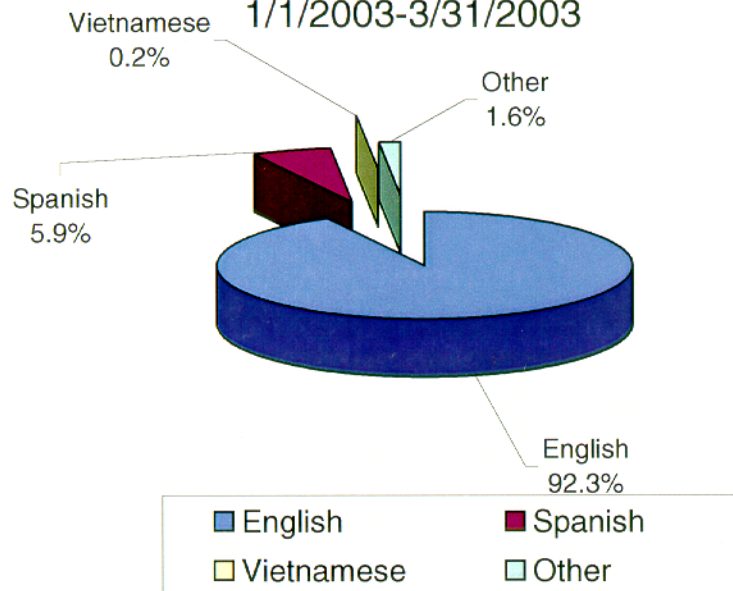


* Outgoing calls refer to returned calls made in response to voicemail messages.

English	519
Spanish	33
Vietnamese	1
Other	9
Total	562

Language Percentages

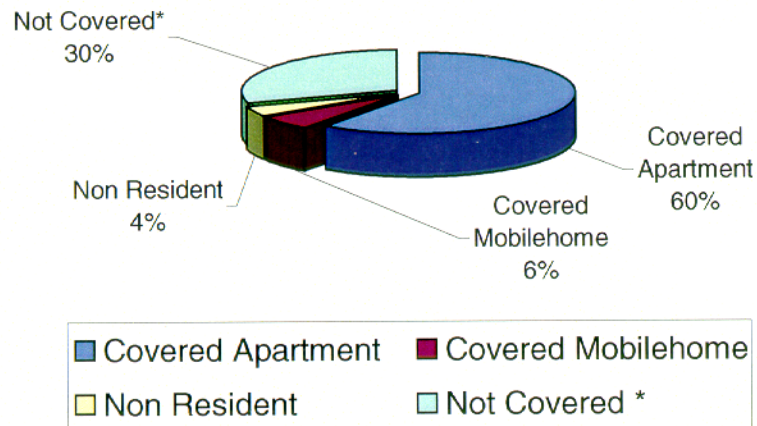
1/1/2003-3/31/2003



Covered Apartment	339
Covered Mobilehome	33
Non Resident	23
Not Covered *	167
Total	562

Ordinance Coverage

1/1/2003-3/31/2003

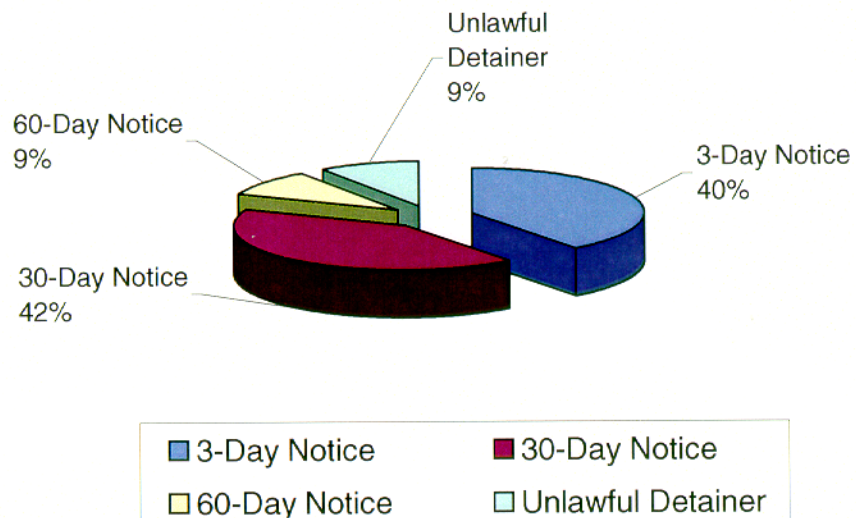


* Not Covered refers to calls staff received but were not covered by the Rent Control ordinance, for example, tenants living in single family homes or duplexes are not covered by the ordinance.

3-Day Notice	21
30-Day Notice	22
60-Day Notice	5
Unlawful Detainer	5
Total	53

Eviction Types Assisted

1/1/2003-3/31/2003



Rental Rights and Referrals Program Case Log Report
Third Quarter FY 2002-03

Attachment D

General Information						Violation Type*						Mediation and Arbitration Process					Disposition of Cases
Address Street Number	Zip Code	Date Filed	Date Approved	# Of Petitions	Ineligible Petitions	%	SR	HC	Freq	No Cause	Rights	Mediation Voluntary	Decision	Arbitration Voluntary	Decision	Closed	
1399 Tami Lee #2	95122	01/06/03	1/15/2003	1		0	1				1		2/5/2003			current	Tenant did not appear in person. There was no evidence submitted to the Hearing Officer to substantiate the alleged service reduction. The tenant appealed on February 21, 2003.
1085 Ranchero Way #2	95117	01/09/03	1/15/2003	1		0	1				1		3/12/2003			current	Since petitioners have moved out of the apartment, the value of the awarded service reductions, or \$2,375.74 will be reimbursed to petitioners within 14 days.
1099 Roewill Drive #3	95117	01/10/03	1/27/2003	1		33%					1					2/19/2003	Tenant withdrew petition.
1299 Leigh Avenue #7	95126	01/27/03	1/28/2003	1		3%			1		1		2/24/2003			3/10/2003	The decision stated that the rent must remain \$925 until the next anniversary date, August 2003. The rent increase was denied.
2118 Canoes Garden #26	95125	01/07/03	1/8/2003	1		0					1		3/9/2003			3/20/2003	The hearing officer determined that the rent will be \$1,213 per month effective April 1st.
1991 Story Road - 24 units	95122	01/14/03	1/15/2003	24		0	24				24		4/1/2003			pending	This was a large and complex case. Of the 24 petitioners, two settled during hearing, two settled outside the hearing, ten did not appear and the remaining ten were awarded for their service reductions. The awards ranged from \$3,500 to over \$10,000. The landlord has appealed the decision -- staff is currently working on setting up a date for arbitration.

Rental Rights and Referrals Program Case Log Report
Third Quarter FY 2002-03

Attachment D

General Information						Violation Type*							Mediation and Arbitration Process					Disposition of Cases
Address Street Number	Zip Code	Date Filed	Date Approved	# Of Petitions	Ineligible Petitions	%	SR	HC	Freq	Cause	No Rights		Mediation Voluntary	Decision	Arbitration Voluntary	Decision	Closed	
1465 Saratoga Avenue #19	95129	12/11/02	12/12/2002	1		14%						1					12/23/2002	The tenant and landlord reached an agreement before scheduling hearing.
1991 Story Road #8	95122	01/03/03	1/8/2003	1		0	1					1					1/9/2003	The tenant and landlord reached an agreement before scheduling hearing.
3200 Payne Avenue #433	95117	02/04/03	2/5/2003	1		0	1					1					2/21/2003	Tenant withdrew her petition through a voluntary agreement. The utility issue was resolved between tenant and landlord.
2130 Southwest Expressway #1	95126	02/24/03	2/24/2003	1		0	1							3/20/2003			pending	The hearing officer awarded the tenant \$260 for the service reduction claim.
2155 Lanai #58	95122	02/03/03		1	1	0											Ineligible	This unit is not covered by rent control.
2245 Lanai #128	95122	02/24/03		1	1	0											Ineligible	This unit is not covered by rent control.
426 S. 7th Steet	95112	02/25/03	2/25/2003	2		22%	2						3/24/2003				4/9/2003	The landlord waived the rent increase, committed to complete the repairs and will give notice when entering the premises. Tenants agreed not to have parties and clean up common areas.
Totals for Second Quarter FY 2002-03:				37	2	7	31	0	1	0	32		1	5				
Total Petitions Filed:				37		19%	84%	0%	3%	0%	86%							

*Each petition may have more than one type of violation indicated.

Legend	
Rent Increase Beyond 8%	%
Service Reduction	SR
Housing Code Violation	HC
Frequent Rent Increase	Freq
Notification of Rights	Rights

Implementation of Auditor's Recommendations

Improve Management Information			
Action	Source / Referral	Critical Dates	Status
Create a database to capture and analyze Program data	Audit Rec #1	July 1, 2002	Complete – The database was in place on April 1, 2002
Complete a staffing plan – evaluating work load and appropriate classifications for the Program	Audit Rec #2	March 2002	Complete – Two Analysts were hired during the month of May 2002
Update job descriptions, goals and objectives for the Program	Audit Rec #5	March 2002	Complete – Included in the follow-up report to the Auditor's Office
Collect data regarding the size of apartment complexes for clients seeking assistance from the Program	Audit Rec #3	December 2002	Complete – Database collects this information
Establish phone tree system for the Program	Audit #7	March 2003	Staff has met with Pac Bell to plan the creation of the phone tree – Anticipated completion by June 2003
Increase Marketing and Outreach Efforts			
Build stronger relationships with community-based organizations – track referrals made to nonprofits	Audit Rec #4	Ongoing	Complete – Program staff attends several community outreach activities on an ongoing basis
Update public outreach materials	Audit Rec #4	July 1, 2002	Complete – New brochures were designed and printed
Target outreach to specific geographic areas and non-English speaking residents	Audit Rec #4	Ongoing	Complete – The brochures were printed in English, Spanish and Vietnamese
Incorporate and improve the Program's web page into the Housing Department's website	Audit Rec #6	September 2002	Complete – A new website was launched on September 5, 2002
Provide landlords with information brochures in at least three languages	Audit Rec #10	July 1, 2002	Complete – In early July the new brochures were printed in three languages and were sent to all landlords covered by the ordinance
Improve Service to Commissions			
Reorganization and consolidation of commissions	Audit Rec #8, 9	July 1, 2002	Dropped - Commissions voted to maintain the two independent advisory boards
Produce monthly reports for commission meetings – including reports produced by the database	Audit Rec #8	Ongoing	Complete – each commission receives a bi-monthly database report
Implement Program Policy Changes			

Implement program changes as adopted by the City Council – copies of 30-day notices	Audit Rec #11	July 18, 2002	Complete – A new database has been created to track 30-day notice data
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Updated 7/16/02

Implementation of Mayor's Recommendations Adopted on June 4, 2002

Changes are indicated in Italics

Rec. No.	Mayor's Recommendations	Implementation Status
A1	Amend Section 17.23.030, by creating a requirement that all new Tenants receive information stating that their unit is covered by rent control and services available to them within 72 hours of their tenancy.	Complete - This item was brought forward by the Mayor and Councilmember Campos and approved by the City Council in February 2002.
A2	Amend the Rent Control Ordinance to require landlords (in rent-controlled properties) to send all eviction notices to staff along with a written notice indicating the name of tenant being evicted, the tenant's telephone number (if available to landlord), physical address and mailing address, and the rent being charged at the time of eviction; this notice should be mailed to City no less than 5 days after service of the notice. Information provided in this notice would be for City purposes only and not shared with the general public.	Complete – The ordinance change has been adopted became effective on July 18, 2002. A database has been created to collect 30-day notice information. Program staff is updating the database on an ongoing basis.
A3	Amend the rent control ordinance to require landlords to respond to city requests for additional information as a result of on-going investigations of potential violations and/or random compliance with the ordinance.	Complete – The ordinance change became effective on July 18, 2002. As the Program receives eviction notices, staff is following up with a sample of the evictions filed to collect information regarding the new tenants of the rental units.
A4	The City Auditor should evaluate the Rent Control ordinance in three years. He should review all rental eviction notice requirements. The Auditor should use the guidelines that the Task Force recommends and any other guidelines he determines.	Complete – The Program will be prepared for an audit within the next three years to reflect on the changes currently being made to the Program.
A5	Amend the Rent Control ordinance to require property owners to submit all 30-day eviction notices.	Complete – The ordinance became effective on July 18, 2002.
A6	Amend the Rent Control Ordinance to require rent-controlled property owners to maintain records that include this Rent Control Ordinance Disclosure signed by the property owner and the tenant. Upon request by the City, the property owner must provide this information.	Complete – The ordinance became effective on July 18, 2002.

Rec. No.	Mayor's Recommendations	Implementation Status
B1	The City should revise the Rent Control ordinance refinance pass-through provisions to assure that the cost of an equity refinance be passed through to tenants unless there is a nexus between the equity refinance and the property.	Complete – The ordinance change became effective on July 18, 2002.
B2	The Task Force recommends that the City should hire a consultant to complete an economic study. This study will review the Rent Control allowable rent increases and provide helpful economic information to the Mayor and City Council to assist in their decision-making process.	<i>On March 20th, the Advisory Commission on Rents met and discussed the possibility of completing this study as a part of their 2003 work plan. The Commission plans to approve a scope of services in May 2003 and requested a complete report by December 2003.</i>
C1	Any information provided by the City to landlords and tenants should be identical when possible. The Administration is currently modifying brochures and educational information to tenants and landlords in rent-controlled units. When possible, this information should be easy to read and merged to increase awareness and education in the rental community.	Complete – New brochures for both tenants and landlords have been completed. All information is now identical for both tenants and landlords.
C2	The City should provide certificates to good tenants and good landlords. These certificates should be tied to an educational program and have incentives for completing the program (See Permit program, recommendation C11).	Complete – The Project Blossom tenant/landlord educational program distributes certificates to all program participants.
C3	The City should provide tenants and landlords with an educational and service directory that provides pertinent information regarding services that are available to them. Services should include: code enforcement, rental dispute program information, housing services, etc.	Complete – The reverse side of the new brochure is a list of services available to tenants – complete with address and telephone numbers of each agency.
C4	All information regarding city services and the rent control ordinance provisions should be presented in multiple languages, including English, Spanish and Vietnamese.	Complete – The new brochures are available in the following three languages: English, Spanish and Vietnamese.
C5	The City should do outreach to the public through community events. These presentations should include information regarding services available to tenants and landlords, the function of City departments, and tenant/landlord rights under the ordinance.	Complete – Program staff is attending several public events and is keeping a rolling calendar of events as they are planned. A list of these outreach activities is attached to the Quarterly Report.
C6	The City should apply for HUD grants to provide and expand their community education efforts. The Administration is directed to research new funding opportunities available to improve our housing goals.	<i>Complete – The Program submitted grant requests to the Community Development Block Grant Fund and the Healthy Neighborhood Venture Fund. Staff was notified on April 7th that we received the grant from CDBG. Recommendations for HNVF grants will be released on May 13th. Staff will research funding opportunities on an ongoing basis.</i>

Rec. No.	Mayor's Recommendations	Implementation Status
C7	Direct the Administration to review the feasibility of a implementing grading program where good and bad landlords are graded based on standards that the City determines as part of the program.	<i>Staff from the Housing Department and Code Enforcement is working together to outline a Program to meet these goals. A committee made up of staff from the Housing Department, Code Enforcement and the Attorney's Office will being meeting to discuss this issue in May.</i>
C8	The City should collect and monitor the complaints received by tenants. This information should be used as a red flag when there are multiple complaints filed with one landlord. The City should then proactively investigate the claims.	Complete - Information regarding calls is collected on an ongoing basis. Code Enforcement has created a web based search system that allows internal City users to track Code Enforcement complaint cases by address and Council District. The Code Enforcement confidential CES track system has been installed on Supervisor's computers in the Call Center.
C9	The Administration should continue its current efforts on outreach, through code enforcement, community coordinators, the "driveway" team and many other City departments that already perform significant outreach in the community.	<i>Complete – Code Enforcement has included all new rental rights and referrals information in the Project Blossom training classes for both tenants and property owners / managers. Routine multiple housing inspectors hand out Rental Rights and Referrals Program outreach materials when they do routine apartment building inspections. Additionally, Rental Rights and Referrals staff is planning to make presentations to the regular Neighborhood Action Committees.</i>
C10	Staff is directed to expand its current efforts to promote Project Blossom's educational classes. Staff should look into expanding the tenant educational workshops. Staff should refocus two of the current landlord courses to focus on tenant issues. The City should promote the educational component especially when there are various warnings of problems.	<i>During FY 2002-03, Project Blossom has held eight training sessions for landlords and two tenant training sessions, serving approximately 700 total citizens. The Program provided three additional trainings for tenants over and above the prior year, while continuing to provide the same number of trainings for landlords. Due to current budget uncertainties, goals for the Program have not yet been set for FY 2003-04.</i>
C11	In addition to expanding Project Blossom educational classes, the City should create an incentive program for those landlords that attend the educational program. Owners that attend the training should pay less for the residential occupancy permit than those who decide to not attend the program.	<i>The committee made up of internal staff members, will also consider this recommendation at the meeting in May.</i>
D1	Implement additional penalties for non-compliant owners.	Complete – The ordinance change has been adopted and will become effective on July 18, 2002.

Rec. No.	Mayor's Recommendations	Implementation Status
	Mayor Gonzales and Council Member Cortesé directed the Administration to create a mediation service available to landlords and tenants who wish to resolve eviction disputes voluntarily.	Complete – Tenants living in rent-controlled units may now petition for mediation for receipt of a 30-day notice.
	Mayor Gonzales and Council Member Cortesé directed the Administration to adjust the fees charged to landlords under the rent control ordinance in order to recover the City's costs for the additional services or enforcement that will be required as a result of the proposed amendments to the Rent Control Ordinance.	Complete – On November 26, 2002, the City Council approved a fee increase for the Program. The increase was effective immediately and will provide the funding necessary to implement changes to the Program.